

West Dunbartonshire Council Equality Scheme 2009 – 2012

Appendix C: Relevant Policies and Functions

1. Chief Executives Services

Function or Policy	Relevance under the general duty	Timescale	Person responsible
Community Planning Partnership			
Community Plan	High	2007-2017, IIA carried out in 2007	Community Planning Manager
Policy Unit			
Race Equality Scheme	High	2008-2011	Policy & Development Officer, Diversity
Gypsy Traveller Strategy	High	2008-2011, IIA carried out in 2007	Policy & Development Officer, Diversity
Single Equality Scheme	High	2009-2012	Policy & Development Officer, Disability & Access / Policy & Development Officer, Diversity
Consultation Strategy	High	2008-11	Policy Officer, Community & Consultation

Corporate Complaints	High	Being revised by January 2009	Manager, Performance Management
Anti Poverty Strategy	High	2007/8 – 2011/12	Policy Officer, Social Justice
Community Engagement Strategy	High	2008-11	Policy Officer, Community & Consultation
Equality & Diversity Strategy	High	2005-2009	Policy & Development Officer, Diversity/ Policy & Development Officer, Disability & Access
Volunteering Policy	Medium	2007-2011	Policy Officer, Community & Consultation
Disability Equality Scheme	Medium	2006-2009	Policy & Development Officer, Disability & Access
Sustainable Development Strategy	Low	2008-2012	Sustainable Development Officer
Biodiversity Action Plan	Low		Biodiversity Officer
Stress Policy	Low	2008-2011	Lead Officer, Public Health Development

Corporate Communications			
Corporate Communications Strategy	High	2009	Communication & Marketing Manager
Press Releases	High		Communication & Marketing Manager
Press Adverts	High		Communication & Marketing Manager
Council newspapers	High		Communication & Marketing Manager
Marketing material	High		Communication & Marketing Manager
Photo calls	Medium		Communication & Marketing Manager
Radio adverts	Medium		Communication & Marketing Manager
Launches	Medium		Communication & Marketing Manager
Press Enquiries	Low		Communication & Marketing Manager
Exhibitions	Low		Communication & Marketing Manager

Staff magazine	Low		Communication & Marketing Manager
Reporting	Low		Communication & Marketing Manager
Graphic design	Low		Communication & Marketing Manager
Corporate Planning			
Corporate Plan	Medium	2008-2012	Head of Service – Policy & Performance
Single Outcome Agreement	Medium	2008-2012	Section Head, Performance Management
Internal Audit			
Whistleblowing Protocol	Medium	2008/09	Manager of Audit
Audit Plan	Low	2008/09	Manager of Audit

2. Corporate Services

Function	Relevance under the general duty	Timescale	Person responsible
Human Resources and Organisational Development			
Employment Monitoring (Revisions)	High	December 2008-2009	Employment Equalities Officer
New Employment Equalities Policy	High	2008-2009 IIA December 2008	Employment Equalities Officer
New Guidance on Race and Employment	High	December 2008-2010 IIA December 2008	Employment Equalities Officer
Recruitment and Selection Policy	High	December 2008-2009	Assistant HR Officer Recruitment
Exit Interview Policy	High	April 2009-2010	Stress Working Group/Steering Group
Discipline and Grievance (revised)	High	April 2009-2010	Personnel Manager
Contract of Employment and Conditions of Service (Revised)	High	March 2009-2010	Personnel Manager

Absence Recording Guidance	High	December 2008- 2009	HR Officer
Occupational Health Service Implementation Guidance	High	December 2008-2011	HR Officer
Maximising Attendance Policy	High	March 2009-2010	HR Officer
Wellbeing and Attendance Strategy	High	July 2009-2010	HR Officer
Maternity and Adoption Scheme	High	October 2008-2009	HR Policy Officer
Family Friendly Policy	High	November 2008 IIA completed September 2008	HR Policy Officer
Organisational Change	High	December 2008-2009	HR Policy Officer
Alcohol and Substance Misuse Policy and Procedure	High	December 2008-2009 IIA completed August 2008	HR Policy Officer
Dignity at Work	High	December 2008-2009	Personnel Manager
Special Leave Policy Review	High	December 2008-2009	HR Adviser

Revised Performance Management System	High	December 2008-2009	Organisational Development Manager
Develop and implement a leadership development programme for Corporate Management Team & Heads of Service	High	March 2009-2010	Organisational Development Manager
Develop and implement management development framework for middle & front line managers	High	March 2009-2010	Organisational Development Manager
Review, develop and implement a framework of learning interventions and programmes for managers and leaders to support the new and updated HR Policy structure	High	March 2009-2010	Organisational Development Manager
Flexible Retirement (New Procedure)	High	March 2009-2010	HR Policy Officer
Local Government Pension Scheme Discretions Policy Revision	Medium	January 2009 onwards then as required	HR Policy Officer
Stress Policy	Medium	March 2009-2010	Stress Working Group/Steering Group
No Smoking Policy	Medium	2006-2009	Employment Equalities Officer

Finance & ICT			
Corporate Debt Policy	High	Carried out in 2008. Full review due in 2011.	Manager of Exchequer
Local Housing Allowance Safeguard Policy	High	Carried out in 2008. Full review due in 2011.	Manager of Exchequer
Housing and Council Tax Benefit Fraud Strategy	High	Carried out in 2008. Full review due in 2011.	Manager of Exchequer
Grants to Voluntary and Community Groups	High	Carried out in 2008. Review in 2009.	Manager of Accounting
Non-domestic Rates	Medium		Vincent Gardiner
Legal & Administrative			
Single Equalities Bill	High	(subject to legislative progress)	Manager of Legal Services
JP Training on Equalities	High	Jan 2009 – September 2009	Manager of Legal Services
Procurement (particularly European)	Medium	March 2009/ March 2010	Manager of Legal Services
Election Processes	High	Feb 2009 - April 2012	Manager of Administrative Services (for Chief Executive)
Civic Government Licensing	Medium	Feb 2009 – August 2009	Manager of Administrative Services
ASBO Processes	Medium	October 2009 / March 2010	Manager of Legal Services

Procurement			
Preparation of specification	High	Function	Departments, Corporate Procurement
Tendering	High	Function	Departments, Corporate Procurement
Contract Management	High	Function	Departments, Corporate Procurement
Equality & Diversity Guidelines	Medium	2008-9, IIA carried out as part of development	Corporate Procurement Officer, Policy Unit
Regulatory Services			
Trading Standards			
Inspection of trading premises for compliance with Trading Standards matters	Medium	2008 -2011	Section Head (Trading Standards)
Consumer advice and investigation of consumer complaints	Medium	2008 - 2011	Section Head (Trading Standards)
Service requests including advice to businesses on Trading Standards matters	Medium	2008 - 2011	Section Head (Trading Standards)

Leaflets for consumers and Information Sheets for traders on Trading Standards laws	Medium	2008 - 2011	Section Head (Trading Standards)
Issuing of registrations and licences under petroleum, explosives and poisons legislation.	Low	2008 - 2011	Section Head (Trading Standards)
Consumer Advice and Education Policy	Low	2008 - 2011	Section Head (Trading Standards)
Trading Standards Enforcement Policy	Medium	2008 - 2011	Section Head (Trading Standards)
Processing of applications/issuing licences under the Civic Government (Scotland) Act 1982	Medium	2008 - 2011	Senior Administrative Officer (Licensing)
Provision of advice/guidance in relation to licensing matters	Medium	2008 - 2011	Senior Administrative Officer (Licensing)
Monitoring of compliance with conditions of licences	Medium	2008 - 2011	Senior Administrative Officer (Licensing)
Inspection of vehicles/premises	Medium	2008 - 2011	Senior Administrative Officer

for licensing purposes			(Licensing)
Investigation of complaints in relation to licensing matters	Medium	2008 - 2011	Senior Administrative Officer (Licensing)
Environmental Health			
Pest and dog control services.	Low	2008-2011	Section Head (Environmental Health)
Pollution control. Monitoring and complaint investigation.(air, land and water)	Low	2008-2011	Section Head (Environmental Health)
Food sampling and investigation.	High	2008-2011	Section Head (Environmental Health)
Outbreak control investigation	High	2008-2011	Section Head (Environmental Health)
Private Landlord Registration	Medium	2008-2011	Section Head (Environmental Health)
Food safety business premises inspections	High	2008-2011	Section Head (Environmental Health)
Health and safety business premises inspections	High	2008-2011	Section Head (Environmental Health)
Public Health complaint investigations.	Medium	2008-2011	Section Head (Environmental Health)
Health Promotion	Low	2008-2011	Section Head (Environmental Health)
Noise control and complaint investigation.	Medium	2008-2011	Section Head (Environmental Health)

Licensing standards. Advice, guidance, inspection and enforcement.	High	2008-2011	Section Head (Environmental Health)
Contaminated land remediation and investigation	Low	2008-2011	Section Head (Environmental Health)
Food Service Manual	High	2008-2011	Section Head (Environmental Health)
Food Service Plan	High	2008-2011	Section Head (Environmental Health)
Food Enforcement Policy	High	2008-2011	Section Head (Environmental Health)
Food Sampling Policy	High	2008-2011	Section Head (Environmental Health)
Health and safety service plan	High	2008-2011	Section Head (Environmental Health)
Health and safety enforcement policy	High	2008-2011	Section Head (Environmental Health)
Licensing Policy	High	2008-2011	Section Head (Environmental Health)
Various leaflets and information for business on EH laws etc	High	2008-2011	Section Head (Environmental Health)
Contaminated Land Inspection Strategy	Low	2008-2011	Section Head (Environmental Health)
Air Quality Review and Assessment	Low	2008-2011	Section Head (Environmental Health)
Pest Control Policy	Low	2008-2011	Section Head (Environmental Health)
Dog Control Policy	Low	2008-2011	Section Head (Environmental Health)

Environmental Sampling Policy	Low	2008-2011	Section Head (Environmental Health)
Public health and pollution service plan	Medium	2008-2011	Section Head (Environmental Health)
Regulatory Services News	Medium	2008-2011	Section Head (Environmental Health) and David McCulloch Section Head (Trading Standards)
Private Landlord Newsletter	Medium	2008-2011	Section Head (Environmental Health)

3. Educational Services

Function	Relevance under the general duty	Timescale	Person responsible
Education Policies			
PP1 Administration	High	In place since 2001, prioritised for IIA	Education Equalities Group, Inclusion Officer
PP1.2 Correspondence	High	In place since 2005, IIA ongoing	Education Equalities Group Inclusion Officer
PP1.5 Communication	High	In place since 2005, IIA ongoing	Education Equalities Group Inclusion Officer
PP1.6 Consultation	High	In place since 2005, IIA ongoing	Education Equalities Group Inclusion Officer
PP1.8 Public Performance	High	In place since 2005, IIA	Education Equalities Group

Reporting		ongoing	Inclusion Officer
PP1.9 Race Equality	High	In place since 2005, IIA ongoing	Education Equalities Group Inclusion Officer
PP5.9 Looked after and accommodated children: attendance & exclusion	High	In place since 2001, prioritised for IIA	Education Equalities Group Inclusion Officer
PP5.16 Child Protection	High	2008, currently under review	Education Equalities Group Inclusion Officer
PP5.17 School uniform policy	High	In place since 2006, IIA ongoing	Education Equalities Group Inclusion Officer
PP9.4 Statement on language	High	In place since 2005, IIA ongoing	Education Equalities Group
PP9.11 Statement on religious education	High	In place since 2006	Education Equalities Group
PP9.18 Statement on Guidance	High	2008, currently under review	Education Equalities Group
PP10.1 Support for learning position statement	High	2008, currently under review	Education Equalities Group
PP10.6 Bullying	High	In place since 2005, ongoing IIA	Education Equalities Group
PP10.7 Special Assessment Procedures	High	2008, currently under review, ongoing IIA	Education Equalities Group
PP11.1 Quality Improvement	High	In place since 2005, priority for IIA	Education Equalities Group
PP11.8 Promoting Inclusive	High	In place since 2006, IIA	Education Equalities Group

Education		ongoing	
PP11.9 Equal Opportunities	High	In place since 2005, IIA ongoing	Education Equalities Group
PP11.10 Race Equality	High	In place since 2005, IIA ongoing	Education Equalities Group
PP12.1 Raising Attainment	High		Education Equalities Group
PP12.2 Early Intervention	High	In place since 2005, IIA ongoing	Education Equalities Group
PP12.4 Social Inclusion	High		Education Equalities Group
PP4.1 Health & Safety Statement	Medium	In place since 2003-, IIA ongoing	Education Equalities Group
PP4.2 Application of Health & Safety at Work Act 1974 to Education Service	Medium	IIA ongoing	Education Equalities Group
PP5.10 Police & Legal Issues Affecting Pupils	Medium	In place since 2001, IIA ongoing	Education Equalities Group
PP5.12 Access to pupil records	Medium	In place since 2001 IIA ongoing	Education Equalities Group
PP5.13 Parental and pupil access to information and reports for children's hearings	Medium	In place since 2003, IIA ongoing	Education Equalities Group
PP8.2 Protection of children – through safe recruitment	Medium	In place since 2003, IIA ongoing	Education Equalities Group
PP9.2 Curriculum Structure and	Medium	To be replaced by	Education Equalities Group

Course Choices		Curriculum Flexibility Policy	
PP9.9 Statement on Health Education	Medium	To be replaced by Health Promoting Schools Policy	Education Equalities Group
PP9.13 Statement on Personal and Social Development	Medium	In process	Education Equalities Group
PP9.14 Policy on care and welfare	Medium	In process	Education Equalities Group
PP9.16 Statement on work and enterprise	Medium	In process	Education Equalities Group
PP9.17 Statement on work experience	Medium	In process	Education Equalities Group
PP1.7 Special Events in Establishments	Low	2008, IIA ongoing	Education Equalities Group
PP4.3 Excursions and Educational Visits	Low	In place since 2004, IIA ongoing	Education Equalities Group
PP5.5	Low	In place since 2001, IIA ongoing	Education Equalities Group
PP5.7 School Registration/ Attendance	Low	2007, IIA ongoing	Education Equalities Group
PP5.8 Indiscipline and Exclusion Procedures	Low	In place since 2006 IIA ongoing	Education Equalities Group
PP5.11 Pupil Progress Records	Low	In place since 2001, IIA ongoing	Education Equalities Group
PP5.14 Educational Support for	Low	In place since 2003, IIA	Education Equalities Group

looked after and accommodated children		ongoing	
PP5.18 Education of Children at home	Low	In place since 2005, IIA ongoing	Education Equalities Group
PP5.19 Drug Abuse	Low	In place since 2001, IIA ongoing	Education Equalities Group
PP7.4 Scheme of appointments to promoted posts	Low		Education Equalities Group
PP7.5 Support for Probationer Teachers	Low	To be developed	Education Equalities Group
PP7.6 Absence Cover Agreement	Low		Education Equalities Group
PP8.1 Supervision of Pupils by Janitors	Low	In place since 2001, IIA ongoing	Education Equalities Group
PP9.1 Statement on Balance and in the Curriculum	Low	In place since 2001, IIA ongoing	Education Equalities Group
PP9.3 Statement on learning and teaching	Low	In place since 2005, IIA ongoing	Education Equalities Group
PP9.8 Statement on Modern Languages	Low	In place since 2005, IIA Ongoing	Education Equalities Group
PP12.3 Cluster	Low	2008, under review, IIA	Education Equalities Group

Community Learning & Development			Education Equalities Group
Community Learning & Development Strategy	High	Reviewed annually IIA training ongoing	Section Head
Youth Strategy	High	Reviewed via CPP thematic group IIA training ongoing	Section Head
Adult Literacy & Numeracy	High	Function monitored continuously IIA training ongoing	Section Head
Library Services			
Libraries	High	Function monitored continuously IIA training ongoing	Section Head
ICT & Learning	High	Function monitored continuously IIA training ongoing	Section Head
Mobile Library/ Housebound Service	Low	Function monitored continuously IIA training ongoing	Section Head

4. Housing Environmental & Economic Development

Function or Policy	Relevance under the General duty	Time Scale	Person responsible
Economic Development			
Creating Employment	High		Section Head
Business Grant and Loan Schemes	Medium		Section Head
Developing Local Companies	Medium		Section Head
Skills Training	Medium		Section Head
Social Economy	Medium		Section Head
Tourism including the National Park	Medium		Section Head
European Funding	Low		Section Head
Lottery Funds	Low		Section Head
Statistical data and census information	Low		Section Head
Waste & Transport Services			
Domestic refuse collection,	High		Section Head
Commercial refuse collection,	High		Section Head
Kerb Recycling	Medium		Section Head
Special Uplifts	Low		Section Head
Civic Amenity Sites	Low		Section Head

Halls and Events:			
West Dunbartonshire Council Management Rules for Cemeteries and Burial Grounds	High		Section Head
Letting conditions for Hire of Halls	Medium		Section Head
Events Application Pack and Heads of Agreement	Low		Section Head
Building Standards			
Assessing Building Warrant applications	Medium		Section Head
Enforcement of unauthorised building works.	Medium		Section Head
Issue of "Letters of Comfort"	Medium		Section Head
Dealing with dangerous structures	Medium		Section Head
Building Standards Customer Charter	Medium		Section Head
Allocation of new street names	Medium		Section Head
Assessing various licensing applications	Medium		Section Head

Skillseekers			
Skillseekers	High		Section Head
Modern Apprenticeships	High		Section Head
Get ready for Work	High		Section Head
Leisure Services			
Sport and recreational activities	Medium		Section Head
Health and fitness club, neighbourhood fitness centres and exercise promotion	Medium		Section Head
Facilities Management			
Catering (schools and welfare)	High		Section Head
Other catering	High		Section Head
Janitors/ community education stewards	Medium		Section Head
Building and Window Cleaning	low		Section Head
Housing Caretaking	low		Section Head

Homeless Services			
Access to temporary housing accommodation	High		Section Head
Prevention of homelessness	High		Section Head
Gypsy Travellers Service	High		Section Head
Health Visitors Protocol	High		Section Head
Homelessness Strategy	High	2008-13, IIA carried out 2008	Section Head
Tenancy Services			
Allocations Policy	High		
Estate management and enforcement services	Medium		Section Head
Housing advice	Medium		Section Head
Void Action Plan	Medium	Oct 2005	Section Head
Tenant Participation Strategy	Medium	2004-2007, currently being reviewed, IIA ongoing	Section Head
Repairs and Maintenance			
Housing repairs and maintenance	Medium		Section Head
Minor capital works	Medium		Section Head
Sold property repairs	Medium		Section Head

Estate /Assets Management: (commercial and industrial property)			
Commercial Property management	Medium		Section Head
Rating appeals	Medium		Section Head
Maintenance of the asset register	Low		Section Head
Acquisitions and Disposals	Low		Section Head
Traffic & Transportation			
Road Safety Education	Medium		Section Head
School crossing patrollers	Medium		Section Head
Cycling and Walking Strategy	Medium	2005 -2010	Section Head
Roads maintenance reconstruction and repair	Low		Section Head
Structural maintenance	Low		Section Head
Flood prevention and winter maintenance	Low		Section Head
Street lighting	Low		Section Head
Asset management,	Low		Section Head
Traffic management,	Low		Section Head
Road safety	Low		Section Head
Green Travel Plan "Westbound"	Low		Section Head

Grounds Maintenance			
Care of gardens	Medium		Section Head
Litter control strategy	Medium		Section Head
Maintenance of public parks and open spaces	Low		Section Head
Play equipment	Low		Section Head
Outdoor recreation,	Low		Section Head
Street cleaning	Low		Section Head
Playground Development Plan	Low		
Architectural Services			
Architectural design	Low		Section Head
Building consultancy	Low		Section Head
Engineering services and clerk of works	Low		Section Head
Finance			
Financial management and budgetary control of all of the Department's revenue and capital budgets	Low		Section Head
Strategy			
Local Housing Strategy	High	2004-2009	Section Head
Marketing	Medium		Section Head
User consultation	Medium		Section Head
Public Enquiries	Medium		Section Head

Support Services			
Office administration	Low		Section Head
Personnel and training	High		Section Head
Health and safety	Medium		Section Head
Development Management			
Processing of planning applications	Medium		Section Head
Planning enforcement	Medium		Section Head
Property enquiries	Low		Section Head
Preparation of design guidance	Low		Section Head
Anti Social Behaviour			
Mediation Services	High		Section Head
Anti-Social Behaviour Strategy	High	2005-2008	Section Head
Anti Social Investigation and Support Team	Medium		Section Head
Noise Enforcement Services	Medium		Section Head
Out of Hours Litter Services/Twilight Squad	Low		Section Head
Community Warden Services	Low		Section Head

Forward Planning & Regeneration			
Town centre regeneration initiatives	Medium		Section Head
Outdoor access projects	Medium		Section Head
West Dunbartonshire Local Plan	Medium		Section Head
Production of statutory land use plans	Low		Section Head
Environmental improvement schemes	Low		Section Head
Project implementation	Low		Section Head
Statistical data and census information,	Low		Section Head
Mapping services,	Low		Section Head
Countryside ranger services	Low	Spring 2008	Section Head
Core Paths Plan	Low	Sept 2008	Section Head
Property Management			
Asset data management	Low		Section Head
Non-housing repairs and maintenance	Low		Section Head

5. Social Work and Health Improvement

Function / Policy	Relevance under the general duty	Timescale	Person responsible
Strategic Planning			
Communications Policy	Communications Policy	Communications Policy	Communications Policy
Eligibility Criteria	Eligibility Criteria	Eligibility Criteria	Eligibility Criteria
Departmental Service Plan	Departmental Service Plan	Departmental Service Plan	Departmental Service Plan
Assessment & Care Management Procedures	Assessment & Care Management Procedures	Assessment & Care Management Procedures	Assessment & Care Management Procedures
Complaints Procedure	Complaints Procedure	Complaints Procedure	Complaints Procedure
Consultation Policy	Consultation Policy	Consultation Policy	Consultation Policy
Performance Management and Public Reporting Framework	Performance Management and Public Reporting Framework	Performance Management and Public Reporting Framework	Performance Management and Public Reporting Framework
Extended Local Partnership Agreement	Extended Local Partnership Agreement	Extended Local Partnership Agreement	Extended Local Partnership Agreement

Carers Strategy	Carers Strategy	Carers Strategy	Carers Strategy
Acquired Brain Injury Strategy	Acquired Brain Injury Strategy	Acquired Brain Injury Strategy	Acquired Brain Injury Strategy
Sensory Impairment Strategy	Sensory Impairment Strategy	Sensory Impairment Strategy	Sensory Impairment Strategy
Children's Services Plan	Children's Services Plan	Children's Services Plan	Children's Services Plan
Information sharing Protocols	Information sharing Protocols	Information sharing Protocols	Information sharing Protocols
Quality Assurance and Training			
Performance Development Plans	Performance Development Plans	Performance Development Plans	Performance Development Plans
Quality Assurance Contracting and Purchasing Procedures	Quality Assurance Contracting and Purchasing Procedures	Quality Assurance Contracting and Purchasing Procedures	Quality Assurance Contracting and Purchasing Procedures
Workforce Development Plan	Workforce Development Plan	Workforce Development Plan	Workforce Development Plan
Quality Management Systems Policy	Quality Management Systems Policy	Quality Management Systems Policy	Quality Management Systems Policy

Community Care Services			
West Dunbartonshire Corporate Action Plan for Alcohol and Drugs	West Dunbartonshire Corporate Action Plan for Alcohol and Drugs	West Dunbartonshire Corporate Action Plan for Alcohol and Drugs	West Dunbartonshire Corporate Action Plan for Alcohol and Drugs
Occupational Therapy Procedures	Occupational Therapy Procedures	Occupational Therapy Procedures	Occupational Therapy Procedures
Community Work Services – Mission Statement	Community Work Services – Mission Statement	Community Work Services – Mission Statement	Community Work Services – Mission Statement
Future Targeting of Community Work	Future Targeting of Community Work	Future Targeting of Community Work	Future Targeting of Community Work
Community Work Principles	Community Work Principles	Community Work Principles	Community Work Principles
Residential and Day Care	Residential and Day Care	Residential and Day Care	Residential and Day Care
Getting Our Priorities Right Protocol	Getting Our Priorities Right Protocol	Getting Our Priorities Right Protocol	Getting Our Priorities Right Protocol

Children's Services			
Interagency Child Protection Procedures	Interagency Child Protection Procedures	Interagency Child Protection Procedures	Interagency Child Protection Procedures
Social Work Child Protection Procedures	Social Work Child Protection Procedures	Social Work Child Protection Procedures	Social Work Child Protection Procedures
Welfare Rights Services			
Money Advice Guidelines	Money Advice Guidelines	Money Advice Guidelines	Money Advice Guidelines
Helpline Procedures	Helpline Procedures	Helpline Procedures	Helpline Procedures
Appeals Procedures	Appeals Procedures	Appeals Procedures	Appeals Procedures
Home Visit Procedures	Home Visit Procedures	Home Visit Procedures	Home Visit Procedures
Income Maximisation	Income Maximisation	Income Maximisation	Income Maximisation
Monitoring of Claims Procedures	Monitoring of Claims Procedures	Monitoring of Claims Procedures	Monitoring of Claims Procedures

Resource Management			
Health & Safety Policies - various	Health & Safety Policies - various	Health & Safety Policies - various	Health & Safety Policies - various

